State of Louisiana
DIVISION OF ADMINISTRATION

OFFICE OF INFORMATION SERVICES

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<u>ISIS Memorandum 05-027</u>

To: ISIS Technical Coordinators

Subject: Business Objects Upgrade – Technical Requirements

Business Objects will be unavailable from the morning of Thursday, December 9, through Sunday, December 12 for completion of a system upgrade. We are providing the following information so you can be prepared to provide assistance to Business Objects users in your department.

The following tasks must be completed for each Business Objects user. Most users should be able to perform these tasks themselves, however, **users without administrative privileges on their PCs** will need assistance from your technical staff.

1. Configure browser

    a. Open your Internet browser.
    b. Click the *tools* button on the browser toolbar, and then click *Internet Options*.
    c. Click the *Security* tab at the top.
    d. Select *Local Intranet* then click the *Custom Level* button. Your browser security settings will appear.
    e. In the *ActiveX Controls and Plug-ins* section make sure the following are selected:
        - *Download signed ActiveX controls* – **Enable**
        - *Run ActiveX controls & plug-ins* – **Enable**
        - *Script ActiveX controls marked safe for scripting* - **Enable**
    f. In the *Scripting* section, **enable** all the options.
    g. Click *OK* twice to apply the new settings.

2. Download the appropriate software. Instructions can be accessed on the <u>Business Objects</u> Bulletin Board page on the OIS web site.

Since each department has a unique technical environment, the ISIS Help Desk cannot assist Business Objects users directly with problems related to browser settings or the download/install process. The ISIS Help Desk is only available to assist technical staff with problems they cannot resolve independently. In that case, the technical staff may call (225) 342-2677, option 2, then 5, and then 3.

PG/ef

c: Whit Kling, Deputy Undersecretary
    Business Objects Users